

# **Disability Exam Result Storage**

**DBQ**

**Repository**

**Business Requirements Document**

**Version 1.0**



**April 2012**

## Revision History

Date	Revision	Description	Author
04/05/2012	1.0	Initial Draft	Mike Davis, Zach Fain, Nan Pellone, Tom Gilmore
		Baselined for Signatures	

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# 1. Purpose

The Business Requirements Document (BRD) is authored by the business community for the purpose of capturing and describing the business needs of the customer/business owner. The BRD provides insight into the AS IS and TO BE business area, identifying stakeholders and profiling primary and secondary user communities. It identifies what capabilities the stakeholders and the target users need and why these needs exist, providing a focused overview of the request requirements, constraints, and Information Technology (IT) options considered. This document does not state the development methodology. The intended audience for this document is the Office of Information and Technology (OIT).

# 2. Overview

The Virtual Lifetime Electronic Record (VLER) Enterprise Program Management Office (EPMO), in partnership with the Office of Disability and Medical Assessment (DMA) of the Veterans Health Administration (VHA), the Compensation Service of the Veterans Benefits Administration (VBA), and the Pension and Fiduciary (PF) Service of the VBA, requests the creation of a Disability Benefits Questionnaire (DBQ) Service Gateway to meet immediate, mid-term and long-term identified business needs for a more streamlined, efficient, paperless, and Veteran-centric disability compensation claims process.

The purpose of the DBQ Service Gateway is to improve the Department of Veterans Affairs (VA's) ability to perform timely and accurate claim adjudication so Veterans can receive the benefits and services they earned. VHA and VBA are working together to accelerate and streamline the disability claims adjudication process by enhancing its capability to collect the required medical evidence to adjudicate a claim. This includes expanding the pool of available clinicians to speed the collection of data from clinician to adjudicator.

Currently, VA lacks a clinical workflow system that universally assists healthcare professionals in providing quality, timely and complete medical evaluations while simultaneously generating that medical evidence directly from the clinician to the Regional Offices for claims processing. Providing real-time access to a system that guides VA and non-VA clinicians through a highly customizable clinical protocol, based on the Veterans/ Servicemembers' (SM) claimed conditions, along with a way to automatically submit focused information to the adjudicator will not only streamline the disability claims process but permits VA to utilize resources efficiently. This centralized clinical workflow infrastructure provides controls for implementing more cost-effective workload management strategies and flexibility to support future changes based on VA's Schedule for Rating Disabilities. VA also lacks an enterprise-aware DBQ exam repository to house all incoming disability exam results from a variety of internal and external providers and sources.

Although the DBQ Service Gateway is intended to support the performance and management of all disability medical evaluations, it is also expected to assist in other disability medical evaluation-related processes, to include: requesting and scheduling examinations, assigning examiners, referring examiners and the referred work between VA and contractors. The referred work between VA and contractors includes contractor billing, and utilization of the Veterans Benefits Management System (VBMS). Additionally, private treating clinicians may use the

service to submit DBQs, the new VA medical form. The DBQ Service Gateway will also support dynamic auto-population of medical data already of record.

The DBQ Exam Solution will leverage the Health Data Repository (HDR) as the results backend, thus leveraging the Repositories Program that currently provides nationalized, patient-centric longitudinal health data for patient-care consuming applications for VA. Its continuing service will help ensure that administrative and clinical decisions are made based on multiple information sources available for each Veteran/patient rather than from a single source of data.

### **3. Customer and Primary Stakeholders**

The primary business stakeholders for this request are Dr. Gerald Cross, Chief Officer of DMA for VHA; David McLenachen, Director of PF Service for VBA; and Thomas Murphy, Director of the Compensation Service for VBA.

Additional stakeholders include Joe Paiva, Executive Director of the VLER Major Initiative, Veterans Relationship Management (VRM) Major Initiative, and the Veterans Benefits Management System (VBMS) Major Initiative.

### **4. Scope**

The scope is limited to defining the backend repository requirements for the storage and retrieval of Exam Results and DBQ data and does not include requirements related to exam management and content management capabilities, which are unavailable from Health Data Repository (HDR). These requirements are from the VLER DBQ Exam Solution development team to the HDR development team. The requirements further support those contained in the master DBQ Service Gateway BRD (Work Effort Unique Identifying #20111209).

### **5. Goals, Objectives and Outcome Measures**

The scope of this BRD is limited to providing the business requirements of the DBQ Exam Solution within the Repositories program. The business requirements in this document define the foundation of the expected implementation of the DBQ exam solution repository. As current and future requirements are identified, the associated requirements may be expanded.

### **6. Proposed DBQ Objectives**

The DBQ Exam Solution and DBQ Service Gateway are business driven and will leverage numerous principles and subject matter experts from programs within the VA.

### **7. Requirements**

This document defines the DBQ Exam Solution backend repository requirements for the processing of DBQ exam results. Refer to Disability Benefits Questionnaires (DBQs) Service Gateway BRD (Work Effort Unique Identifying #20111209) for a more robust set of requirements for the overall solution.

## 7.1. Business Needs/ Owner Requirements

**Table 1. General Requirements**

Number	Requirement
	The system must comply with all applicable enterprise system requirements
GEN.2	
GEN.3	
GEN.4	On the training, test, and demo systems no actual/real SSNs (cases, SMs, etc.) shall be inputted; only test person and patient information shall be allowed.
GEN.5	Providing flexibility for supporting DBQ data without having to change HDR Data must be stored in a manner that allows for changes to Exam Results data and/or DBQs without requiring a release of a new Repository version. There may be cases where releases of the Repository are required.
GEN.6	The data must be accessible via the web for near-real-time (If possible) reporting  The Query / notification need....
GEN.7	
GEN.8	
GEN.9	The data must be accessible via the VLER Data Access Service (DAS).
GEN.10	
GEN.11	The embedded metadata of each data item must be stored. (As defined in the interface with VLER DAS)
GEN.12	The information delivered in each data item may be an aggregation data from multiple sources.
GEN.13	The information from a stored data item is retrievable via a remote SQL command or via the VLER DAS.
GEN.14	The metadata of a data item may be retrieved using the unique identifier for the item
GEN.15	A data item may include patients that are not VistA Integrated (commonly called a legacy patient). The identity index for a legacy patient is SSN.
GEN.16	The preferred identity index for a VistA Integrated patient is Integration Control Number (ICN) once the claimant is considered a VA patient.
GEN.17	Patients may be identified by a vendor supplied index (commonly called a vendor Data File Number (DFN)).
GEN.18	Exam Data may be identified by a VA facility supplied index (commonly called a vendor DFN or vendor Medical Record Number (MRN)).
GEN.19	Patient information may be retrieved by retrieving the complete DBQ / exam result.
GEN.20	A data item may update the data currently stored in the database. The information that can be updated is defined in the section that defines the data item.
GEN.22	Provide the ability to perform queries/searches within the HDR via the VLER DAS on medical information provided by Veteran/SM, requests for medical assessment, (e.g., search by Claimant identifiers, search for all evaluations of a request, specific data elements only vs. an entire request or evaluation).

Number	Requirement
GEN.23	The HDR acts as the system of records and authoritative source for DBQ exam results data.
GEN.24	The HDR shall provide computable DBQ exam data to approved consumers through the VLER DAS.
GEN.25	The HDR shall provide the ability to store a DBQ exam status.
GEN.26	The HDR shall provide the ability to facilitate reviews of DBQ exam data originating from a Vendor source by flagging exam statuses as PENDING REVIEW, APPROVED, and REJECTED.
GEN.27	The HDR shall provide the ability for notifications to be communicated to subscribing applications when new DBQ exams are stored or when the status of a stored DBQ exam is changed.
GEN.25	Patient's unique exam specific data will be further identified by additional indices (e.g., request date + exam type; submitting doctor NPI + DBQ type + submit date)

### 7.1.1. Performance Requirements

**Table 2 Performance Requirements**

<b>How many users will the new system (or system modification) support?</b>
The system /architecture shall support two thousand (2,000) concurrent web-based (external) users without system degradation and thirty thousand (30,000) internal (VA users) without system degradation. NOTE: This capacity should be scalable to meet growing needs.
<b>What is the predicted annual growth in the number of system users?</b>
An estimated 300,000 Servicemembers will be separating from service each year over the next 3 years, and nearly all of them will be eligible for benefits. As a result, concurrent users will increase. Internal VA users will likely increase as new claims are filed by this larger Veteran population.

### 7.1.2. Capacity Requirements

**Table 3 Capacity Requirements**

<b>What is the predicted size (average) of a typical business transaction?</b>
For a single DBQ, as an encrypted PDF, the file would be 859 kb. XML would only be 28 kb in encrypted format. Approximately 2000 words per DBQ template, not counting completed forms/fields. Also consider that all completed DBQs are grouped and sent as a batch.
<b>What is the predicted number of transactions per hour (day, or other time period)?</b>
100,000 claims per month is the predicted number of transactions. Every complete transaction would, at the minimum, interface with the VLER DAS and VBMS to exchange data.
<b>Is the transaction profile expected to change (grow) over time?</b>
Yes. This will be a function of numbers of new users as well as increased transactions from existing users. The current requirement is to support 100,000 new claims each month. This represents a 20% growth over the previous year; a higher growth factor is expected next year. Secondary factors include growth of claims based on legislative, economic, and policy decisions.
<b>What are the dependencies, interactions, and interfaces with other systems?</b>

VRM – hosting user interface application  
 VLER – supporting data sharing infrastructure  
 VBMS – consuming rating engine to enable paperless rating  
 CAPRI – current CP workflow application  
 CPRS – Veteran data storage  
 VTA – current Veteran Tracking application used in claims processes for IDES  
 Other systems across VHA/VBA/DoD/External (e.g. VERIS for contracted exams)

#### What is the process for planning/adjusting capacity?

- 1) Monitor resource usage through traffic logs
- 2) Set threshold of 70% capacity, with an alarm for resource usage above that threshold; ensure these thresholds include load balancing during peak hours
- 3) On alarm, enact process for procuring additional resources, with built-in dollar amounts for each tera/gigabyte of additional memory needed.
- 4) In the event of excessive resource use during peak hours, use the hot site as fail over

Capacity Planning Group within Service Delivery and Engineering (SDE)

Reference the ProPath process

### 7.1.3. Availability Requirements

**Table 4 Availability Requirements**

Describe when the envisioned system will need to be available (business hours only, weekends, holidays, etc) to support the business.

Service Level Agreement (SLA) 99.9% excluding pre-defined maintenance schedules. Potential hours of usage are 24 hours, 7 days a week, due to users situated worldwide across all time zones.

% uptime for web portal – SLA 99.9%, where total hours the DBQ Service Gateways URL is available divided by the total hours in the performance period, less scheduled maintenance and security shutdowns. This applies to both the frontend and backend of the DBQ Service Gateway.

### 7.2. Known Interfaces

This is the business community's best understanding of known interfaces and may not be a comprehensive listing. All required interfaces will be stated as Business Needs in [Section 7.1](#).

**Table 5 Known Interfaces**

<u>Name</u>	<u>Description</u>	<u>Interface Type</u>	<u>Responsibilities</u>	<u>Deliverables</u>
AWARDS	Used to prepare the award and calculate benefit awards	Manual	Provides VBA the processing capability to generate and authorize compensation and pension awards.	Prepare and Calculate Benefit Award – Based on Rating Decision done by Rating Specialists.



<u>Name</u>	<u>Description</u>	<u>Interface Type</u>	<u>Responsibilities</u>	<u>Deliverables</u>
BIRLS	Beneficiary Identification Records Locator Service	Manual	Stores Demographic Information on Veterans.	Controls the assignment of file numbers, manages 10 different folder types, stores inactive compensation and pension data, and stores active and inactive insurance policy numbers.
CAPRI	Compensation and Pension Records Interchange	Manual	Applications whereby VBA can order and receive medical examination from VHA exam providers; also allows VBA to obtain VHA medical treatment documentation. Also allows access to view DoD health data available through Bidirectional Health Information Exchange (BHIE)/ Federal Health Information Exchange (FHIE).	Provides a system of record of medical examination reports.
CORP-DB	Corporate Data Base	Manual	VBA central database to which data from BDN and various other legacy databases are being transitioned after conversion.	Supports multiple VBA business lines' applications that include C&P, Education, Vocational Rehabilitation and Employment (VR&E), and Loan Guaranty Service (LGY).
COVERS	Control of Veterans Records	Manual	Application to create and track claim folders location record and movements.	Provide a management of claim folders, physical locations and historical data.
CPRS	Computerized Patient Record System	Automated	The clinical application that healthcare providers use to view and edit aspects of a patient's electronic health record.	Provides clinical information about a patient.
eBenefits	Web portal for Veterans and SM access to benefits information.	Automated	The benefits portal is a one-stop shop for benefits-related online tools and information. The portal is designed for Wounded Warriors, Veterans, SMs, their families, and those who care for them.	2 main services. 1) A catalog of web links to information about military and Veteran benefits. 2) Provides a personalized workspace called My eBenefits which gives quick access to all the online tools now integrated into eBenefits.

<u>Name</u>	<u>Description</u>	<u>Interface Type</u>	<u>Responsibilities</u>	<u>Deliverables</u>
Fast Track	Agent Orange Fast Track Claims Processing System	Automated	DBQ processing for 3 priority Claimant conditions (Ischemic Heart Disease, Hairy Cell and other B-Cell Leukemia, Parkinson's Disease). Designed to allow for submitting claims by Veterans and their Physicians, viewing claims status, viewing list of evidence submitted.	Fast Track currently leverages an external presence (WWW enabled) to collect data for 3 conditions found on DBQs and VA's Schedule for Rating Disabilities (VASRD).
MAP-D	Modern Award Processing Development	Manual	Application used to process the development of a claim, track the progress of a claim, and to set follow-up diaries and tracked items.	Provide progress information on claim.
RBA2000	Rating Board Application 2000	Automated	Application used to create rating decisions.	Outputs rating decision based on data collected (such as compensation and pension exams).
Share	Application to establish claims	Automated	Used by VBA during claim processes.	Provide system record for VBA claims information.
VBMS CP	Veterans Benefits Management System, Compensation Services and Pension Services.	Automated	VBA Paper-less Workflow environment for claims/benefits approval.	Provide ability to streamline work products by creating a paper-less workflow system..
VBMS-R	Veterans Benefits Management System – Rating	Automated	Future application within the VBMS which will be used by the VBA to develop automated rating decisions.	Leveraging VBA's paperless claim environment, the tool will provide automated claim decisions based on the data collected from DBQs.
VERIS	Veterans Exam Request Information System	Manual	Applications whereby VBA can order medical examination reports from VBA contract exam providers;	Provides a system of records for medical examination requests.

<u>Name</u>	<u>Description</u>	<u>Interface Type</u>	<u>Responsibilities</u>	<u>Deliverables</u>
VIRTUAL VA	Virtual Veterans Affairs	Manual	Virtual VA is the current electronic repository used by VBA to store limited number of claims folders.	The 'as is' Virtual VA solution may be expanded as an interim solution.
VistA	Veterans Health Information Systems and Technology Architecture	Automated	A hybrid system comprised of traditional and modernized applications, services, and data repositories.	It consists of hardware, software packages, and comprehensive support for system-wide and station specific, clinical and administrative automation needs.
VLER DAS	Virtual Lifetime Electronic Record – Data Access Service	Automated	Serves as an information broker of Veteran data for the VA, DoD, Federal Partners and Private partners.	Initial capabilities will enable the sharing of computable data from completed DBQs to be accessed by approved systems throughout the VA, DoD, and SSA for the purposes of compensation and pension adjudication.
VRM	Veterans Relationship Management	Manual	Designed to improve the speed, accuracy, and efficiency in which information is exchanged between Veterans and the VA, regardless of the communications method (phone, web, email, and social media).	Modernization of voice telephony, unification of public contact representative desktops, implementation of Identity and Access Management (IAM), development of cross VA knowledge management systems, implementation of Customer Relationship Management systems (CRM), and integrating self-service capabilities with multiple communication channels.
VTA	Veterans Tracking Application	Manual	VTA supports the Integrated Disability Evaluation System (IDES) by allowing tracking of IDES claims.	Provide an automated capability to populate data used to track IDES claims status.

## 8. Other Considerations

### 8.1. Assumptions

This BRD assumes that the Repositories program will be capable of fulfilling the requirements stated above.

## **8.2. Dependencies**

Refer to Disability Benefits Questionnaires (DBQs) Service Gateway BRD (Work Effort Unique Identifying #20111209) for dependencies.

## **8.3. Constraints**

Design constraints for the DBQ exam solution are based on the enterprise VA Technical Reference Model and Standards. Repositories Profile (TRM/SP), which is a guide for the use of tools and coding languages, including operating systems, database servers, and application servers. The Office of Enterprise Development (OED) ProPath process provides guidelines for software development. Any variations will be approved by the appropriate waiver.

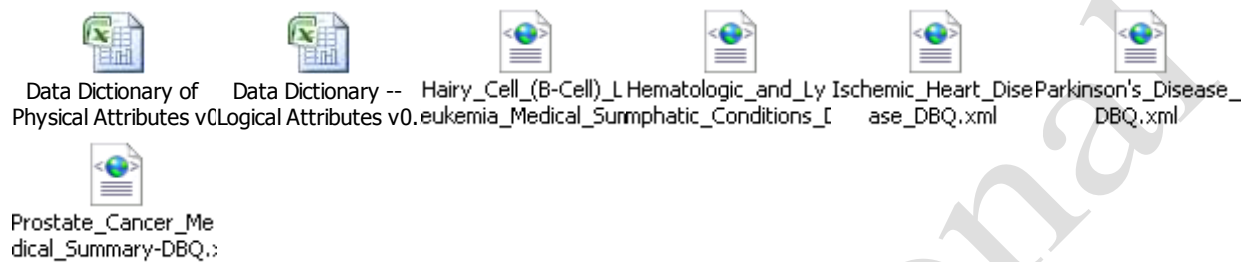
## **8.4. Business Risks and Mitigation**

Refer to Disability Benefits Questionnaires (DBQs) Service Gateway BRD (Work Effort Unique Identifying #20111209) for business risks and mitigation.

## Appendix A. References

Refer to Disability Benefits Questionnaires (DBQs) Service Gateway BRD (Work Effort Unique Identifying #20111209) for references.

## Appendix B. Data Dictionary and Sample XML Schemas



## Appendix C. Stakeholders, Primary/Secondary Users, and Workgroups

Refer to Disability Benefits Questionnaires (DBQs) Service Gateway BRD (Work Effort Unique Identifying #20111209) for stakeholders..

## Appendix D. Conceptual Models



## Appendix E. Enterprise Requirements

Below is a subset of Enterprise-level Requirements that are of particular interest to the business community. These requirements **MUST** be addressed within each project resulting from this work effort. If OIT cannot address these Enterprise-level requirements, the Business Owners responsible for each area **MUST** be engaged in any waiver discussions prior to any decisions being made. This section is not meant to be a comprehensive list of all Enterprise-level requirements that may apply to this work effort and should not preclude the technical community from reviewing all Enterprise-level requirements, and identifying others that should apply to this work effort as well.

Enterprise-level requirements are contained in the VA Enterprise Requirements Management (ERM) Repository. To contact the ERM program personnel, gain access to the ERM repository and to obtain the comprehensive allocation of Enterprise-level requirements for the project development iteration, contact [VA OIT OED SE Enterprise Requirements Management](#). ([mailto:VHA\\_10P7B\\_Service\\_Coordination\\_SRM\\_Team](mailto:VHA_10P7B_Service_Coordination_SRM_Team))

ReqPro Tag	Requirement Type	Description
ENTR25	Security	<p>All VA security requirements will be adhered to. Based on Federal Information Processing Standard (FIPS) 199 and National Institute of Standards and Technology (NIST) SP 800-60, recommended Security Categorization is High.</p> <p>The Security Categorization will drive the initial set of minimal security controls required for the information system. Minimum security control requirements are addressed in NIST SP 800-53 and VA Handbook 6500, Appendix D.</p>
ENTR10	Privacy	All VA Privacy requirements will be adhered to. Efforts that involve the collection and maintenance of individually identifiable information must be covered by a Privacy Act system of records notice.
ENTR95	508 Compliance	All Section 508 requirements will be adhered to.
ENTR7	Executive Order	All executive order requirements will be adhered to.
ENTR8	Identity Management	All Enterprise Identity Management requirements will be adhered to. These requirements are applicable to any application that adds, updates, or performs lookups on persons.
ENTR991	Terminology Services	Application/services shall reference the Standard Data Services (SDS) as the authoritative source to access non-clinical reference terminology.
ENTR1092	Terminology Services	Application/Services shall use the VA Enterprise Terminology Services (VETS) as the authoritative source to access clinical reference terminology.
ENTR1847	Terminology Services	Applications recording the assessments and care delivered in response to an Emergency Department visit shall conform to standards defined by the VHA-endorsed version of C 28 – Health Information Technology Standards Panel (HITSP) Emergency Care Summary Document Using Integrating the Healthcare Enterprise (IHE) Emergency Department Encounter Summary (EDES) Component.
ENTR1848	Terminology Services	Applications exchanging data summarizing a patient's medical status shall conform to standards defined by the VHA-endorsed version of C 32 – HITSP Summary Documents Using Health Level Seven (HL7) Continuity of Care Document (CCD) Component.

## Appendix F. Acronyms and Abbreviations

OIT Master Glossary:

[http://vaww.oed.wss.va.gov/process/Library/master\\_glossary/masterglossary.htm](http://vaww.oed.wss.va.gov/process/Library/master_glossary/masterglossary.htm)

Term	Definition
AITC	Austin Information Technology Center
ANR	Automated Notification Reporting
AO	Agent Orange

Term	Definition
BA	Business Architecture
BDD	Benefits Delivery at Discharge
BHIE	Bidirectional Health Information Exchange
BIRLS	Beneficiary Identification Records Locator Service
BN	Business Need
BRD	Business Requirements Document
CA	Certification and Accreditation
CAPRI	Compensation and Pension Record Interchange
CCD	Continuity of Care Document
CCOW	Clinical Context Object Workgroup
CDW	Corporate Data Warehouse
COOP	Continuity of Operations
CP	Compensation & Pension
CPF	Compensation, Pension and Fiduciary
CPRS	Computerized Patient Record System
CPS	Compensation and Pension Services
CPU	Compensation Pension Unit
CRM	Customer Relationship Management
DBQ	Disability Benefits Questionnaire
DMA	Office of Disability and Medical Assessment
DoD	Department of Defense
DRO	Decision Review Officer
EDES	Emergency Department Encounter Summary
EHR	Electronic Health Record
EPMO	Enterprise Program Management Office
ERM	Enterprise Requirements Management
FHIE	Federal Health Information Exchange
FIPS	Federal Information Processing Standard
FTE	Full Time Equivalent
HAS	Health Administrative Specialist
HDR	Health Data Repository
H-ESM	Health Enterprise Systems Manager
HFE	Human Factors Engineering
HIM	Health Information Management
HITSP	Health Information Technology Standards Panel
HL7	Health Level Seven
HPS	Health Provider Systems
HTML	Hypertext Markup Language
IAM	Identity and Access Management
IDES	Integrated Disability Evaluation System

Term	Definition
IHE	Integrating the Healthcare Enterprise
IT	Information Technology
IWQ	Integrated Work Queue
LGY	Loan Guaranty Service
LOINC	Logical Observation Identifiers, Names, and Codes
NIST	National Institute of Standards and Technology
NSR	New Service Request
NTRT	New Term Rapid Turnaround
NwHIN	Nationwide Health Information Network
OBPI	Office of Business Process Integration
OIT	Office of Information and Technology
OM	Operations and Maintenance
OS	Operating System
OSP	Office of Strategic Planning
OWNR	Owner Requirement
PDAS	Principal Deputy Assistant Secretary
PF	Pension and Fiduciary
PII	Personally Identifiable Information
PIM	Privacy and Identity Management
PM	Project Manager
PMAS	Program Management Accountability System
RAEM	Requirements Analysis and Engineering Management
REE	Registration, Eligibility and Enrollment
RPO	Recovery Point Objective
RTO	Recovery Time Objective
RVSR	Ratings Veterans Service Representative
SDE	Service Delivery and Engineering
SDS	Standard Data Services
SLA	Service Level Agreement
SM	Service Member
SMART	Structured Module for Analytic and Report Templates
SME	Subject Matter Expert
SNN	Social Security Number
SNOMED CT	Systematized Nomenclature of Medicine Clinical Terms
SQL	Structured Query Language
STR	Service Treatment Records
STS	Standards and Terminology Services
SVR	Standard Voice Recognition
UAT	User Acceptance Testing



Term	Definition
VA	Department of Veterans Affairs
VASRD	VA Schedule for Rating Disabilities
VBA	Veterans Benefits Administration
VBMS	Veterans Benefits Management System
VETS	VA Enterprise Terminology Services
VHA	Veterans Health Administration
VistA	Veterans Health Information Systems and Technology Architecture
VLER	Virtual Lifetime Electronic Record
VPN	Virtual Private Network
VR&E	Vocational Rehabilitation and Employment
VRM	Veterans Relationship Management
VSR	Veterans Service Representative
VTA	Veterans Tracking Application
XML	Extensible Markup Language

## Attachment A. Reviews and Approval

The requirements defined in this document are the high level business requirements necessary to meet the strategic goals and operational plans of the VHA DMA, VBA Compensation Pension and Fiduciary Services, and VLER Program Offices. Further elaboration to these requirements will be done in more detailed artifacts.

### **Business Owner VHA**

Signifies that the customer approves the documented requirements, that they adequately represent the customers desired needs, and that the customer agrees with the defined scope.

X

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Gerald Cross  
Chief Officer, VHA DMA

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### **Business Owner VBA**

Signifies that the customer approves the documented requirements, that they adequately represent the customers desired needs, and that the customer agrees with the defined scope.

X

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Thomas J. Murphy  
Director, VBA Compensation Service

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### **Business Owner VBA**

Signifies that the customer approves the documented requirements, that they adequately represent the customers desired needs, and that the customer agrees with the defined scope.

X

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David R. McLenachen  
Director, VBA Pension and Fiduciary Service

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### **Business Owner VA**

Signifies that the customer approves the documented requirements, that they adequately represent the customers desired needs, and that the customer agrees with the defined scope.

X

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Joe Paiva  
VLER Executive Director

Signifies appropriate identification and engagement of necessary stakeholders and the confirmation and commitment to quality assurance and communication of business requirements to meet stakeholder expectations.

X

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Bernadette Pessagno  
Eligibility and Enrollment (REE), Health Enterpri...

### **Office of Information and Technology (OIT)**

Indicates agreement that the requirements have been received, are clear, understandable, and are documented sufficiently to facilitate project planning when the project is approved and funded. It is understood that negotiations may need to occur with the business during project planning as a result of technical reviews and feasibility.

X

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Gerry Lowe  
VLER Initiative IT Director